



Tackling Tenancy Fraud

Can you afford to ignore it?

Perhaps Capsticks can assist...

Introduction

The social housing sector is going through unprecedented change and the need for RP's to become more efficient in the delivery of their core services is essential. What with the rent reductions and the right to buy proposals, this all means that housing providers will have to be innovative in ensuring that sufficient income is generated in order to deliver these core services and develop more homes.

With the regulator placing increased importance on Value for Money, one way you can show you are achieving this for your organisation and the welfare state is to tackle tenancy fraud.

It is estimated that RP's lose over £900m a year to tenancy fraud, and in a climate where we need to protect the public purse and maximise our income – there has never been a better time to tackle this issue

Why tackle tenancy fraud?

- Cost of building new homes vs costs of recovering fraudulent ones
- HCA requirements to investigate fraud
- Morally it's the right thing to do
- Fraud inflates rent and exacerbates the housing crises
- Recovering income to your business

How can Capsticks help?

We recognise that it can sometimes be difficult to know where to start when it comes to tackling fraud. We have high level expertise in investigating these matters and offer a complete package in order to assist your organisation in tackling tenancy fraud. We are so confident in our ability to assist your organisation that we offer a 'payment by results' approach, so that your investment in our services ensures that you'll receive a positive outcome.

How it works...

We have a step by step approach which means that your organisation can have the option of choosing a service to complement your existing resources, or you can receive the full investigatory service.

The options include:

Data match

Identifying the number of properties that are a low, medium or high risk of fraudulent activity, increasing your recovery success rates

Investigation

Analysing electronic evidence and comparing this with manual records, tenancy files and building a case for a doorstep investigation

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Doorstep Investigation

Contact with customer / fraudster. Obtaining evidence to recover property

Legal Recovery

Recovering possession of property legitimately

Unlawful Property Order

Obtain UPO to recover the profits made as a result of fraud

Training

How to complete investigations, tactical questions, considering health & safety aspects, collecting evidence, what to look for in identifying fraud, having a confident workforce

New lets

How to check new customer details, checking for fraudulent documents, how to check for genuine documents

Benefits of using our service

- Establishing potential number of properties that could be impacted and recovered
- Sending out a strong message to tenants that tenancy fraud will not be tolerated
- Recovering properties to re-let
- Recovering the profits from fraud
- Knowledgeable and competent staff complying with legislation
- Preventing new applicants from claiming fraudulent housing
- Fulfilling HCA requirements

How much does it cost?

As previously mentioned, we believe in our ability to identify fraudulent activity so you'll have the peace of mind that your investment in our services will achieve a successful outcome. We are also aware that your organisation may well have some resources to tackle fraud but might want some support using additional expertise.

Our 'one off' payment is for the Data Match which identifies low, medium or high risk potential tenancy fraud. Once you know the levels of potential fraud, you can decide how to progress the next stages.

This involves using electronic data to analyse the risks of tenancy fraud. We will produce a report for your organisation which will highlight areas for concern. Should you wish us to use this information to investigate further, you'll receive a 50% reduced price for the Data Match.

Other costs vary dependent on each investigation.

Who carries out the investigation?



JUSTIN KING
Consultant

Justin.King@capsticks.com

An accomplished, successful and extremely dedicated individual with extensive experience gained within the housing management sector, including senior management responsibility at Director level. Justin has a successful background and proven track record within the provision of a first-class customer service. Justin has strong leadership skills and has the ability to motivate and empower individuals to achieve their own potential and to make a significant contribution to the success and productiveness of the team. He possesses exceptional commitment, passion, time management, organisation, planning, decision making and interpersonal skills, utilising superior communicative and language abilities to build, develop and maintain beneficial relationships at all levels. A methodical and analytical thinker with a natural ability to resolve problems and identifying areas for improvement. Trained at Henley Business School on leadership and change management, Justin uses his natural ability to lead people through change.

How to get in touch...

For more information please contact:



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